

Call or Contact Centre Worker

Call or contact centre workers respond to telephone, internet and email enquiries and complaints about an organisation's goods and services, and promote the goods and services.

Job title examples

- Call or Contact Centre Team Leader/Call Centre Supervisor/Contact Centre Supervisor
- Call or Contact Centre Operator
- Customer Service/Customer Support Centre Worker

Other jobs in this field of work

What call or contact centre workers do

- answer incoming calls, emails and messages, and assist customers with their enquiries
- identify requirements and record information into computer systems
- coach staff and assist call centre operators to resolve problems and customer enquiries
- develop rosters and manage staff numbers to meet workflows
- listen to calls conducted by call centre operators and provide performance feedback
- monitor and time calls
- create further interest in goods and services by offering customers more information about goods and inviting customers to use services on offer
- update databases to reflect changes to the status of customers and prospective customers
- arrange the dispatch of goods, information kits and brochures to customers and other parties
- undertake clerical duties such as faxing and filling out paperwork, and liaising with other departments associated with customer contact
- issue invoices and receive electronic payments for goods and services provided

Main employing industries



- Financial and Insurance Services
- Administrative and Support Services e.g. call centre operations
- Public Administration and Safety e.g. Commonwealth or state government, councils
- Information Media and Telecommunications
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Qualifications



The following government subsidised qualifications are available in NSW:

Certificate II in Customer Engagement available as a qualification

Certificate III in Customer Engagement available as a traineeship or qualification

Certificate IV in Customer Engagement available as a traineeship or qualification

Apprenticeships and traineeships: Find out how to get an [apprenticeship or traineeship](#).

Course fees: You may be eligible for government subsidised training under Smart and Skilled. Go to the [Course Finder](#) to find training in your area, estimate your fee and find a training provider.

Job prospects and pay



- There are around 9,472 call or contact centre workers working in NSW.
- Over the next four years, employment in this occupation is expected to remain stable in NSW.

Average weekly full time earnings (before tax):

- Call or contact centre workers: \$913
- All occupations: \$1,200

Related jobs



- Call or Contact Centre and Customer Service Manager
- Enquiry Clerk
- Receptionist

To find out more regarding these related jobs, visit the [Job Guides Homepage](#).

Information sources

Occupations: Australian Bureau of Statistics, Australian and New Zealand Standard Classification of Occupations, 1220.0

Employment: Australian Bureau of Statistics, Labour Force, Australia, Detailed, Quarterly, 6291.0.55.003

Skills shortages: Department of Employment, Skill Shortage List NSW 2015-16

Job prospects: Centre of Policy Studies (CoPS), Victoria University, Employment Forecast Data for NSW 2015/16 to 2022/23

Earnings: Department of Employment, joboutlook.gov.au, based on ABS Characteristics of Employment Survey, August 2014